

Information for patients about the NHS App

When will the NHS App be available?

The NHS App is available NOW and FREE to the public on Google Play and Apple app stores, and is linked directly with your GP practice.

The NHS App enables you to:

- check your symptoms using the health [A-Z on the NHS website](#)
- find out what to do when you need help urgently using NHS 111 online
- book and manage appointments at your GP surgery
- order repeat prescriptions directly from your GP
- view your GP medical record securely
- register to be an organ donor
- choose how the NHS uses your data

Setting up your NHS App login is simple and the app will guide you. You will be notified within 2 hours once your access has been verified.

What documents do I need to set up an NHS login to use the NHS App?

You need one of the following documents:

- a passport
- a UK driving licence (full or provisional)
- a European driving licence (full)
- a European national identity card

You can also use the details your GP surgery gave you if you have already registered for their GP online services.

You do not need to be registered for GP online services to set yourself up on the NHS app, and you do not need to visit your GP surgery in order for your identity to be verified. This is all done through the app. If you are not already registered with your GP for on-line services you will also be asked to record a short video.

Why do I need to record a short video?

This is to check that your face matches the face in your photo ID. It's a way to be sure that you are you, and that no one is trying to use your ID to access your medical record.

What should I do if I do not have one of the required documents or my ID has expired?

If you are already registered for GP on-line services ask your GP surgery for a letter containing your registration details for their GP online services. You can use these to create an NHS login which you can then use to access the NHS App.

If you do not have the required documents you will not be able to register for on-line services.

Can I register with my ID if I'm aged 15 or younger?

You can use your ID to set up your NHS login but you will not be able to access GP services using the NHS App. To request access you will need to visit your GP surgery.

Can I set up an NHS login and use the NHS App on behalf of another family member?

No. Currently, you can only set up an NHS login and NHS App account for yourself.

For further information: <https://www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app/help/>